

PUBLIC

How to Use Custom Help Mapping



Solutions from SAP

SAP Business One 2007 A

November 2008

English

THE BEST-RUN BUSINESSES RUN SAP™



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Introduction

Custom Help Mapping is an add-on to SAP Business One 2007 A that allows you to attach context-sensitive help to the SAP Business One application. Users can then access the custom help in exactly the same way that they access the context-sensitive help delivered by SAP with SAP Business One 2007 A.

You can attach custom help in any format supported by your operating system, such as .pdf, .chm, .ppt, and .htm. For example, you can attach Web pages or e-learning as well as traditional documentation.

Unicode is supported, so you can attach custom help in any language. Note, however, that the interface language of the Custom Help Mapping add-on is English only.

You can attach custom help to the following:

- Windows, tabs, fields, radio buttons, checkboxes, and pushbuttons in SAP Business One
- Windows, tabs, fields, radio buttons, checkboxes, and pushbuttons in any add-on that runs within SAP Business One
- User-defined fields (UDFs)



In this document, fields, radio buttons, checkboxes, pushbuttons, and user-defined fields are referred to collectively as fields.

It is not possible for you to change or delete SAP documentation using this add-on.

Reasons to Attach Custom Help

Here are some of the reasons why you might attach your own custom help:

- To provide users with industry-specific and/or business-specific information about windows, tabs, and fields
- To attach context-sensitive documentation about an add-on that is used with SAP Business One
- To explain a user-defined field that is unique to your business
- To document SAP fields that you have renamed

Where to Download Custom Help Mapping

Custom Help Mapping is delivered to SAP Business One customers and partners free of charge through SAP Community Network at <http://www.sdn.sap.com>. The source code is provided.

Help and Support

Custom Help Mapping comes with its own contextual help and how-to guide, both of which you can access from the software itself.

Custom Help Mapping is delivered within the SAP Community Network license structure and therefore no support is provided. If you have questions or feedback about using the add-on, you can enter them in the SAP Business One SDK Forum in SAP Community Network.

Database Platform

Custom Help Mapping runs in SAP Business One installations with Microsoft SQL Server databases.

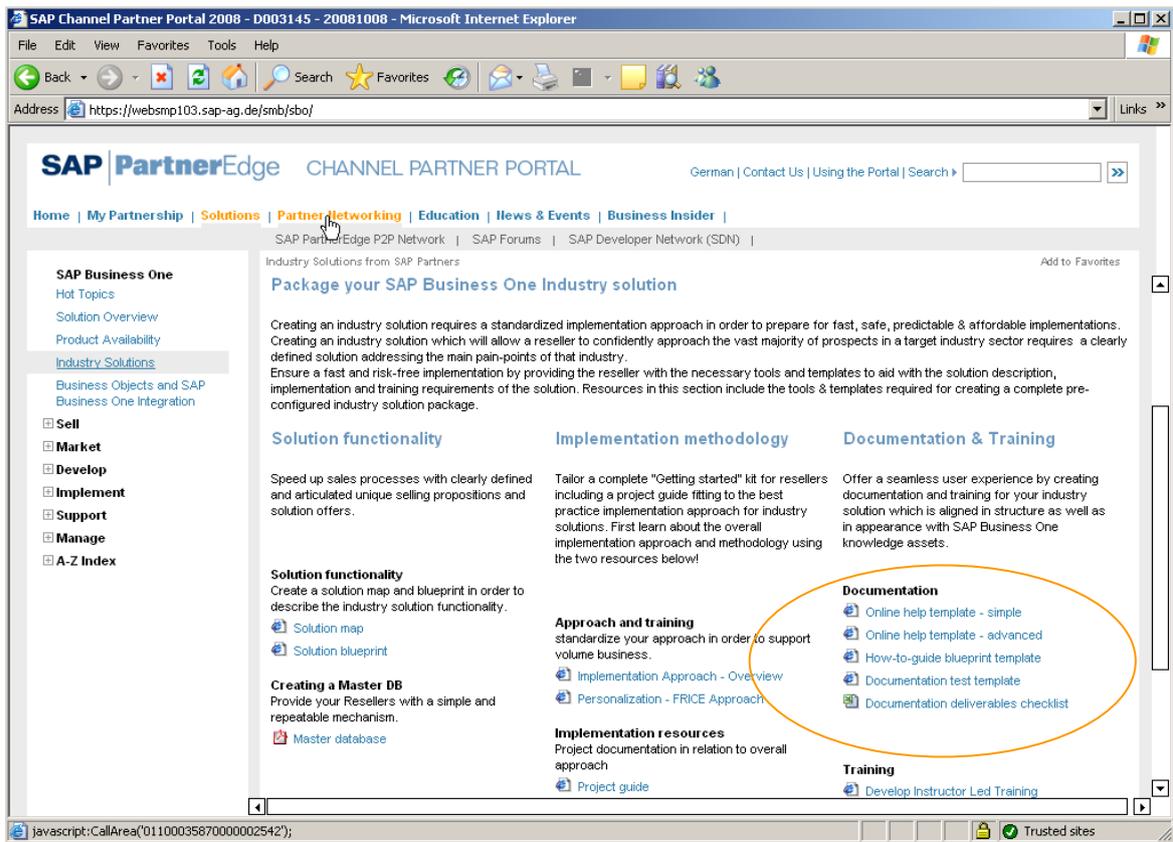
Using SAP Templates to Write Custom Help

You can write and attach custom help that was written in any format supported by your operating system, such as .pdf, .chm, .ppt, and .htm including Web pages.

SAP channel partners may use the Microsoft Word and XML templates provided in the industry solution builder of SAP Channel Partner Portal for SAP Business One. The templates were designed originally for use by software solution partners who develop industry solutions for SAP Business One, but they are generic enough to be used in any solution package.

1. Go to <http://service.sap.com/smb/sbo/isbuilder>.
2. Click *Package*.

The templates are available under *Documentation & Training*.



The screenshot shows the SAP Channel Partner Portal interface. The main content area is titled "Package your SAP Business One Industry solution". It contains three columns of information:

- Solution functionality:** Speed up sales processes with clearly defined and articulated unique selling propositions and solution offers. Includes links for "Solution map" and "Solution blueprint".
- Implementation methodology:** Tailor a complete "Getting started" kit for resellers including a project guide fitting to the best practice implementation approach for industry solutions. Includes links for "Implementation Approach - Overview" and "Personalization - FRICE Approach".
- Documentation & Training:** Offer a seamless user experience by creating documentation and training for your industry solution which is aligned in structure as well as in appearance with SAP Business One knowledge assets. Includes a "Documentation" section with links for "Online help template - simple", "Online help template - advanced", "How-to-guide blueprint template", "Documentation test template", and "Documentation deliverables checklist". This section is circled in orange in the screenshot.

At the bottom of the page, there is a "Training" section with a link for "Develop Instructor Led Training".

The templates have their own documentation, which is also available at these links.

Where to Store Custom Help

Before you map custom help to the SAP Business One application, you need to deploy the help to the location from which the user will access it. You have the following options:

- A Web server
- A file server
- In the SAP Business One directory under *Help* in the *xx* folder

The advantage of storing help in this location is that you only have to specify the relative path, and not the full path, in the custom help mappings.

The *xx* folder may contain subfolders, each with custom help for a partner namespace or a specific add-on.

You can store custom help files in the *xx* folder on the client or the server. To access help at this location, the end user needs to have the correct setting on the *General* Tab of the *Help Settings* window:

- *Local Installation* (client)
- *Shared Folder* (server)



NOTE

If you change this setting, you must choose the *OK* button to activate the change for Custom Help Mapping.



CAUTION

If you intend to store *.chm* files on a shared server, check that your users can access them there. There are known limitations on accessing *.chm* files on a server. For more information, go to <http://support.microsoft.com>.

Setting Up Custom Help Mapping

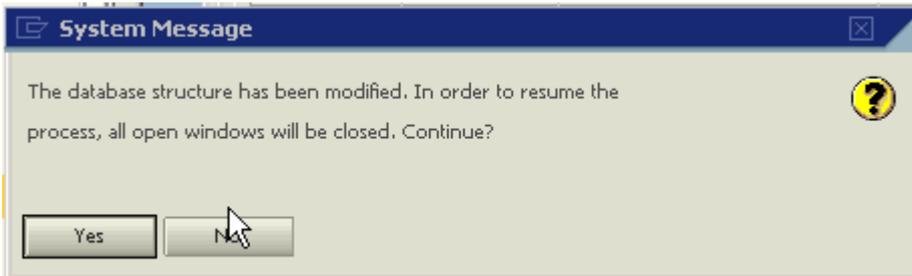
Custom Help Mapping is packaged as a standard add-on, which must be installed and registered. Only superusers can perform this task:

1. Register and install the add-on as you would register and install any other add-on.

CAUTION

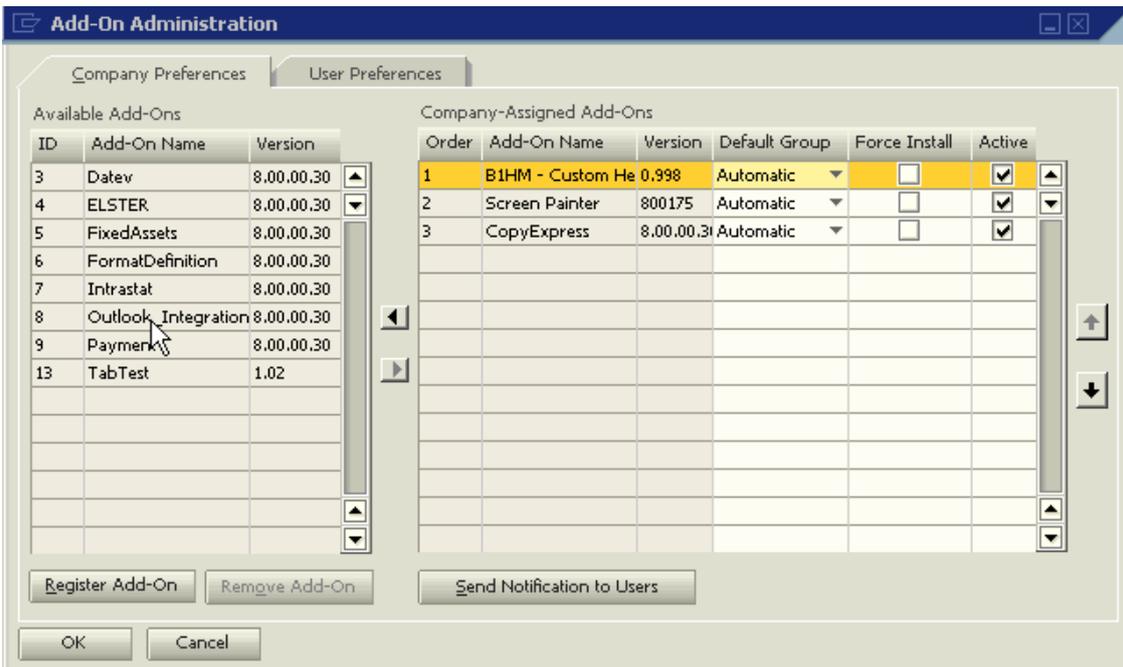
Do not try to change the default folder in which the add-on is installed: Program Files\SAP\SAP Business One>\AddOns.

2. Answer the following system message with Yes.



3. In the *Add-On Administration* window, move Custom Help Mapping to the top of the list of company-assigned add-ons.

This ensures that all system events triggered in conjunction with F1 help or Shift + F1 help are processed in the correct order.



4. Start Custom Help Mapping in the *Add-On Manager* window.

Attaching Custom Help

To attach custom help to SAP Business One, you map the help to the window, tab, or field to which it refers.

There are two ways to attach custom help:

- You can create or change a mapping manually.

Do this when you are testing or familiarizing yourself with the add-on.

- You can import or update custom help mappings from a .csv file.

Do this to install or update custom help for an add-on or customized solution at a customer site.

If you want to use the custom help in several companies, you must attach the help separately to each company.

Only superusers can attach custom help.

Preparing to Manually Create or Change Custom Help Mappings

To enable the superuser options that let you map custom help interactively, proceed as follows:

- a. Choose *Help* → *Documentation* → *Help Settings*.
- b. Select the *Custom Help Mapping* tab.



NOTE

Only superusers can access this tab.

- c. Select the *Enable Interactive Mapping* checkbox.



- d. Choose the *Update* button.

The following menu entries are added to the context menu of windows, tabs, and fields:

- *Attach Help...*
- *Remove Attached Help*

Only a superuser can see these menu entries, as in the following example:



- e. To close the *Help Settings* window, choose the *OK* button.

2. Specify the mapping properties:

- a. In the *Caption* field, specify the name of the menu entry for the custom help. This field is mandatory.

This is the menu entry that the user sees in the context menu of the window, tab, or field: For windows or tabs, the name appears under the *Context Help* menu entry; for fields, the name appears under the *What's This?* menu entry.

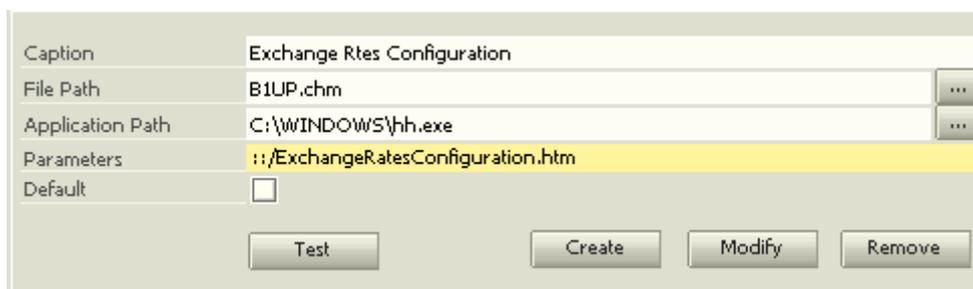
- b. In the *File Path* field, specify the path or URL to the help. This field is mandatory.

If the file is stored in the SAP Business One directory under *Help* in the *xx* folder, enter the relative path. For more information, see *Where to Store Custom Help* (page 5).

- c. If you want to attach a topic from a *.chm* file, make entries in the fields *Application Path* and *Parameters*, as follows:

| Field | Do this... |
|------------------|--|
| Application Path | Enter the path of the <i>hh.exe</i> file: C:\WINDOWS\hh.exe . This file is needed to open a specific topic in a <i>.chm</i> file. If you search for the file using the browse button  , the C:\WINDOWS folder is opened by default. |
| Parameters | Enter the topic name in the following format: ::/ExchangeRatesConfiguration.htm To find out the topic name, right-click in the topic in the <i>.chm</i> file, choose <i>Properties</i> , and copy the topic name from the end of the <i>Address: (URL)</i> . |

Here is an example:



| | |
|------------------|-----------------------------------|
| Caption | Exchange Rtes Configuration |
| File Path | B1UP.chm |
| Application Path | C:\WINDOWS\hh.exe |
| Parameters | ::/ExchangeRatesConfiguration.htm |
| Default | <input type="checkbox"/> |

Test Create Modify Remove

- d. For system forms, if you want the custom help to open instead of the SAP documentation when the user chooses *F1* (windows and tabs) or *Shift + F1* (fields), select the *Default* checkbox. If you want the SAP documentation to open when the user chooses *F1* (windows and tabs) or *Shift + F1* (fields), leave the *Default* checkbox deselected. This applies only when you are attaching custom help to system forms, which have existing SAP documentation.

If you are attaching help to a nonsystem form, then set an appropriate help file as the default. If none of the help mappings are set as default, *F1* and *Shift + F1* do not work and the user must open the help by using the *Context Help* menu or *What's This* menu.

You can set only one entry as the default for a given window, tab, or field.

3. To check that the document opens at this location, choose *Test*.

4. To save the mapping:
 - a. Insert the entry in the mapping table by choosing the *Create* button.
 - b. If a default mapping already exists for this object, confirm that you want to change the default by choosing *Yes* in the system message.
 - c. To save your new entry, choose the *Add* button. If this is not the first mapping for this object, choose the *Update* button.
5. To close the *Interactive Help Mapping* window, choose the *OK* button.

**NOTE**

When closing the *Interactive Help Mapping* window, choose either the *OK* or the *Cancel* button.

Do not use the  Close button on the top right or  and the  *Close*  *Ctrl+F4* menu entry on the top left. If you leave the window without having entered any changes but respond to the system message about saving changes with *Yes*, an entry with blank values is created.

Manually Changing a Custom Help Mapping

Prerequisites

- If necessary, you have placed new or updated custom help at the location from which the user will access it.

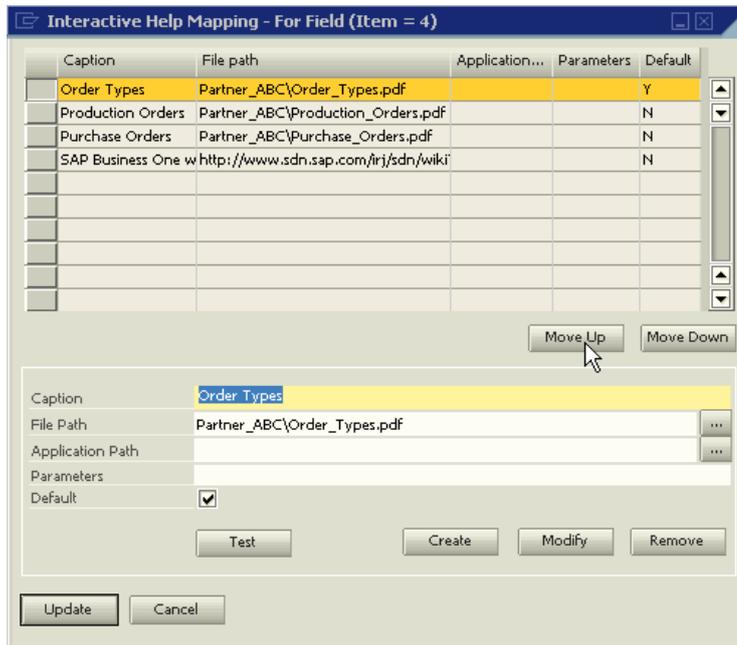
For more information, see *Where to Store Custom Help* (page 5).

- You have enabled the superuser options that let you map custom help interactively. For more information, see *Preparing to Manually Create or Change Custom Help Mappings* (page 7).

Procedure

1. Right-click the window, tab, or field whose custom help mapping entry or entries you want to change.
The *Interactive Help Mapping* window appears.
2. To change the properties of an entry:
 - a. Select it in the table.
 - b. In the lower part of the window make the necessary changes.
 - c. Save the change(s) by choosing the *Modify* button and then the *Update* button.

3. To change the sequence of the custom help in the user's context menu:
 - a. Select the entry in the table.
 - b. Use the *Move Up* and *Move Down* buttons.



- c. Save the change(s) by choosing the *Modify* button and then the *Update* button.

**NOTE**

You must save an entry before you can move it.

**NOTE**

If you have set a default for an object that already has a default, you must first confirm that you want to change the default by choosing the Yes button.

Importing Custom Help Mappings

The import of custom help mapping is based on a .csv file that defines the mapping of custom help to user interface elements.

A mapping file is made up of the following lines:

- Header (first) line: This line defines the fields (that is, the database table columns) included in the import. The column names are delimited by semicolon.
- Data lines: Each line after the header line specifies a single help file and the window, tab, or field to which it should be attached. The values, delimited by semicolon, correspond to the column names defined in the header line.
- Comment lines (optional): Comment lines start with // (two forward slashes) and can be used to document and/or group the data lines.



EXAMPLE

See the import file provided with Custom Help Mapping.

- Delete lines (optional): #DEL#<partner key> or #DEL#<start of partner key>* indicate which mappings are to be deleted.

Prerequisite

- You have placed the custom help at the location from which the user will access it.
For more information, see *Where to Store Custom Help* (page 5).

Procedure

1. Prepare the mapping file:
 - a. Use a viewer that is capable of displaying the character set that you want to import.
 - b. Make the first line the header line, with the field names as shown in the table below. It is important that you include all of the field names, even if you do not use some of the fields, and that the order is the same as below. Use semicolons as the delimiter.
 - c. Define the field values as follows, using semicolons as the delimiter:

| Field Name (first line) | Field Description |
|-------------------------|--|
| U_FormID | Specify the form ID. To find out the form ID for a window, choose <i>View</i> → <i>System Information</i> from the menu bar and move your cursor over the window. The system information is displayed at the bottom of the SAP Business One desktop. U_FormID is a mandatory field. It may contain a maximum of 50 alphanumeric characters. |

| Field Name (first line) | Field Description |
|-------------------------|--|
| U_PaneID | <p>If the custom help refers to a tab, specify the pane ID. Otherwise, leave this field blank.</p> <p>To find out the pane ID for a tab, choose <i>View → System Information</i> from the menu bar and move your cursor over the tab. The system information is displayed at the bottom of the SAP Business One desktop. <i>Pane = 0</i> means that you are on the window level. <i>Pane > 0</i> means that you are on the tab level.</p> <p>U_PaneID may contain a maximum of 4 numeric characters.</p> <p> NOTE</p> <p>You do not need to specify a value for this field in order to attach help to a field, because a field ID is unique across the entire form.</p> |
| U_FieldID | <p>If the custom help refers to a field, specify the field ID. Otherwise, leave this field blank.</p> <p>To find out the field ID, choose <i>View → System Information</i> from the menu bar and move your cursor over the field. The system information for the field is displayed as the item at the bottom of the SAP Business One desktop. The item numbers of field labels are different than the item numbers of fields.</p> <p>U_FieldID may contain a maximum of 50 alphanumeric characters.</p> |
| U_Language | <p>Specify <i>xx</i> for this field.</p> <p>If you leave this field blank, its value will default to <i>xx</i> during the import.</p> |
| U_Caption | <p>Specify the name of the menu entry for the custom help. This is the menu entry that the user sees in the context menu of the window, tab, or field.</p> <p>The user sees the custom help name(s) for a window or tab under the <i>Context Help</i> menu entry. The user sees the custom help name(s) for a field under the <i>What's This?</i> menu entry.</p> <p>U_Caption is a mandatory field. It may contain a maximum of 128 alphanumeric characters.</p> |
| U_ContHelp | <p>Specify the path or URL that denotes the help file's unique location.</p> <p>If the file is stored in the SAP Business One directory under <i>Help</i> in the <i>xx</i> folder, enter the relative path. For more information, see <i>Where to Store Custom Help</i> (page 5).</p> <p>U_ContHelp is a mandatory field. It may contain a maximum of 254 alphanumeric characters.</p> |
| U_Params | <p>If you want to attach a topic from a <i>.chm</i> file, enter the topic name in the following format:</p> <p>::/ExchangeRatesConfiguration.htm</p> <p>To find out the topic name, right-click in the topic of the <i>.chm</i> file, choose <i>Properties</i>, and copy the topic name from the end of the <i>Address: (URL)</i>.</p> <p>U_Params may contain a maximum of 254 alphanumeric characters.</p> |

| Field Name (first line) | Field Description |
|-------------------------|--|
| U_Default | <p>If you want the custom help to open instead of the SAP documentation when the user chooses F1 (windows and tabs) or Shift + F1 (fields), specify Y. Otherwise, leave this field blank.</p> <p>This applies only when you are attaching custom help to system forms, which have existing SAP documentation.</p> <p>If you are attaching help to a nonsystem form, then set an appropriate help file as the default. If none of the help mappings are set as default, F1 and Shift + F1 do not work and the user must open the help by using the <i>Context Help</i> menu or <i>What's This</i> menu.</p> <p>You can set only one entry as the default for a given window, tab, or field.</p> <p> NOTE</p> <p>The import does not overwrite existing defaults. For more information, see the Result section below (page 16).</p> |
| U_ApplPath | <p>If you want to attach a topic from a <code>.chm</code> file, specify the path of the <code>hh.exe</code> file: <code>C:\WINDOWS\hh.exe</code>. This file is needed to open a specific topic in a <code>.chm</code> file.</p> |
| U_PartnerKey | <p>Use this field to uniquely identify each mapping. The field is the mechanism by which you delete and update custom help mappings.</p> <p>U_PartnerKey is a 50-character alphanumeric field.</p> <p> EXAMPLE</p> <p>You have custom help for the following:</p> <ul style="list-style-type: none"> ○ Two add-ons from partner ABC ○ One add-on from partner XYZ ○ Your own business-specific help <p>For each add-on as well as for the business-specific help, a <code>.csv</code> file is created. The keys are as follows:</p> <ul style="list-style-type: none"> ○ ABC_AddOn1_001 to ABC_AddOn1_030 for the first add-on of ABC ○ ABC_AddOn2_001 to ABC_AddOn2_040 for the second add-on of ABC ○ XYZ_AddOn1_001 to XYZ_AddOn1_025 for the add-on of XYZ ○ TopBiz_Cust_001 through TopBiz_Cust_099 for the business-specific help |

- d. If you want to update existing mappings, you do so by deleting the obsolete mappings and then importing the up-to-date mappings, as follows:
 - i. In one or more of the data lines, specify which mappings to delete by specifying the `U_PartnerKey` of one or more mappings. You specify the key in one of two ways:

#DEL#<partner key>
This deletes all mappings with this key.
Example: #DEL#PTR_ADD1_012

#DEL#<start of partner key>*
This deletes all mapping(s) with a key that begins with the specified string.
Example: #DEL#PTR_ADD1*

Therefore, you can delete either a single mapping or all mappings for a specific add-on or all mappings for a specific partner.
 - ii. In subsequent rows of the same `.csv` file, specify the mappings you want to import, as described in step c above.
 - e. Precede any comment lines with two forward slashes `//`.
These lines are ignored during the import.
2. In the menu bar, choose *Help* → *Documentation* → *Help Settings*.
 3. Select the *Custom Help Mapping* tab and choose *Import*.
 4. Browse to the `.csv` file you want to import, select it, and click *Open*.
 5. Confirm the first system message by choosing the *Continue* button.
 6. Wait for the second system message to appear, in which you can read how many mappings were imported as well as the location of the import log.

Result

Note the following with regard to the results of the import:

- The results of the import are recorded in an import log with a date and time stamp.
- All entries are imported in the order listed in the import file.
- If entries already exist in SAP Business One, the imported entries are appended to the bottom of the existing list of entries. Any existing entries are not overwritten, even if they are duplicates.
- Existing defaults are not overwritten. If a default already exists in the application, the default in the `.csv` file is ignored and a warning is issued in the import log.
- A warning is issued in the import log if a value in one of the alphanumeric fields exceeds the defined character length, for example, if `U_PartnerKey` exceeds the 50-character field length.
- The import skips blank lines with whitespaces or tabs, as long as they are not the first line.
- Invalid lines are recorded in the import log. A line is invalid if any of the following applies:
 - A mandatory field value is missing.
 - A delimiter is missing.
 - The header line contains too few or incorrect field names.
- The import does **not** check whether the help actually exists at the specified locations; that is, whether the values in `U_Caption` and `U_ContHelp` are correct.
- The import does **not** check whether the windows, tabs, and fields actually exist; that is, whether the values in `U_FormID`, `U_PaneID`, and `U_FieldID` are correct.

- The import does not change, overwrite, or in any way affect the existing SAP documentation.
- You can see an overview of all custom help that is attached to the company, including the mappings you have just imported. For more information, see Viewing All Custom Help Mappings (page 19).

Exporting Custom Help Mappings

You export custom help mappings from SAP Business One for the following reasons:

- To make a back-up before updating the existing mappings
- To create a master file from which to feed multiple installations
For example, software solution partners may wish to keep a master file for each of their add-ons.
- To create an example file to see how the file is formatted

Procedure

1. In the menu bar, choose *Help* → *Documentation* → *Help Settings*.
2. Select the *Custom Help Mapping* tab and choose *Export*.
3. Specify the location and file name, leave the extension as *.csv*, and click *Open*.
4. Confirm the first message by choosing the *Continue* button.
5. Wait until a second message appears, which informs you how many mappings were exported and where the export log has been stored.

Result

For a description of the file format of the exported file, see the table in Importing Custom Help Mappings (page 13).

Removing Custom Help Mappings

You remove custom help mappings from SAP Business One in order to update them or to correct inconsistencies or duplications. An import does not overwrite previous mappings.



NOTE

Removal deletes the custom help mapping(s) from the database. Removal does not delete the custom help files themselves.

There are several ways to remove custom help mappings:

| To... | Do this... |
|---|--|
| Remove the custom help mappings of a specific partner or add-on | <p>Include one or more deletion lines in the import file.</p> <p>For more information, see step 1.d in <i>Importing Custom Help Mappings</i> (page 16).</p> |
| Remove all custom help mappings, regardless of their type or origin | <ol style="list-style-type: none"> 1. Choose <i>Help</i> → <i>Documentation</i> → <i>Help Settings</i>. 2. Select the <i>Custom Help Mapping</i> tab. 3. Choose <i>Remove All</i> and confirm the system message. <p> NOTE</p> <p>This removes the SAP help mappings for the Custom Help Mapping add-on as well. In case these are accidentally removed, you can re-import them from the file</p> <pre>...\\AddOns\\sap\\B1HM - Custom Help Mapping\\SAP B1HM AddOn Help\\B1HM_AddOn_Help_Import.csv.</pre> |
| Remove custom help for a window, tab, or field | <ol style="list-style-type: none"> 1. Right-click the window, tab, or field from which you want to remove custom help and choose <i>Attach Help...</i> 2. In the <i>Interactive Help Mapping</i> window, select the mapping you want to remove. 3. Choose the <i>Remove</i> button. 4. Choose the <i>Update</i> button. |
| Remove custom help for a field | <ol style="list-style-type: none"> 1. Right-click the field and choose <i>Remove Attached Help</i>. 2. In the system message, check that the correct field is indicated. 3. Choose the <i>Field Only</i> button. <p>A second message confirms successful removal.</p> |
| Remove all custom help associated with one window (the help for the window and all its tabs and fields) | <ol style="list-style-type: none"> 1. Right-click the window and choose <i>Remove Attached Help</i>. 2. If you have right-clicked a window, choose the <i>Yes</i> button. If you have right-clicked a field, choose the <i>Window</i> button. <p>A system message confirms successful removal.</p> |

Viewing All Custom Help Mappings

To see what custom help is mapped to your company, proceed as follows:

1. Choose *Help* → *Documentation* → *Help Settings*.
2. Select the *Custom Help Mapping* tab.
3. Choose *Show All*.
4. To group or filter the custom help entries, use the fields on the right.



NOTE

If a partner key identifies not only the partner but also an add-on as well as a unique custom help mapping, you can filter by entering only part of the key, without an asterisk: for example, you enter **PTR1** to show all custom help mappings for partner PTR1; you enter **PTR1_ADD001** to show all custom help mappings for add-on 001 from partner PTR1.

For more information about partner keys, see the description of field `U_PartnerKey` (page 15 of *Importing Custom Help Mappings*).

Displaying Custom Help

So far, all the tasks discussed in this document are ones that a superuser performs. This section describes how an end user displays the attached custom help.

There are two ways to display custom help:

- Through the context menu, that is, by right-clicking the object
The user can access both SAP documentation and custom help through the context menu.
- On windows or tabs by choosing `F1` or on fields by choosing `Shift + F1`.

This option is possible if the custom help has been defined as the default.

If the custom help has not been defined as the default, the SAP documentation is displayed when the user chooses `F1` or `Shift + F1` on a system form. If there is no SAP documentation, such as on nonsystem forms, and no custom help has been set as the default, the message *No SAP documentation is available* is displayed when the user chooses `F1` or `Shift + F1`.

A menu entry that is checked indicates that this is the default help.

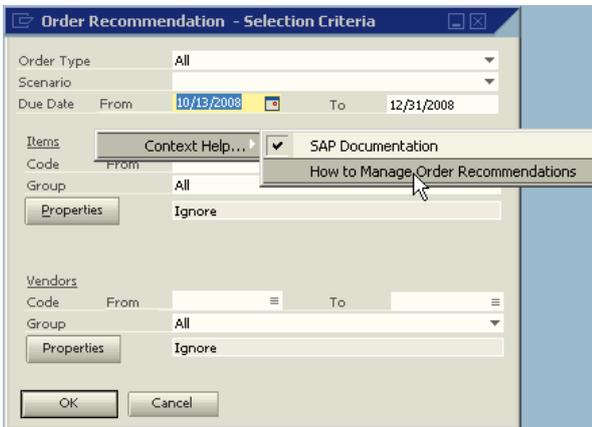


TECHNICAL NOTE

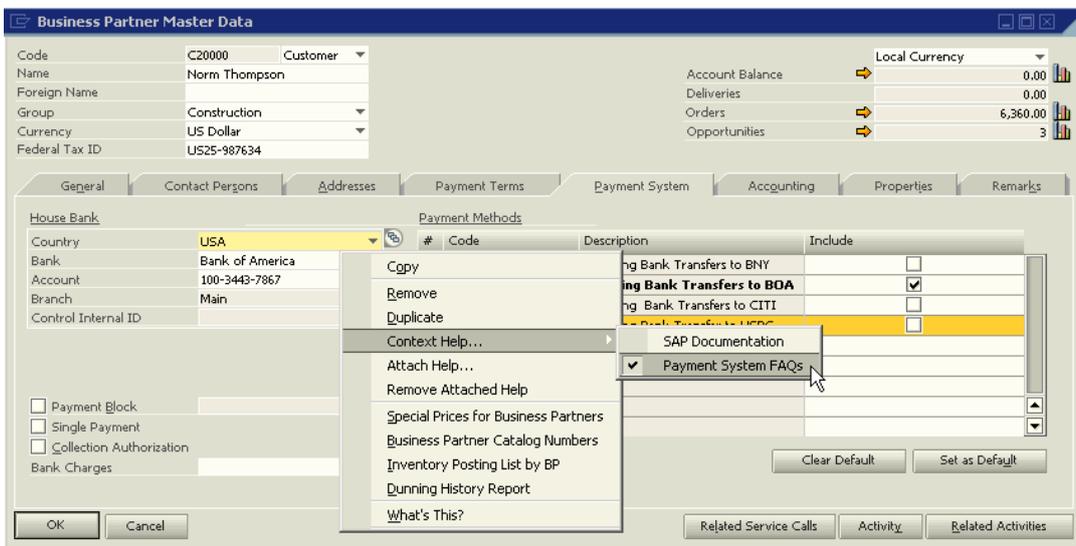
When the user chooses `F1` or `Shift + F1`, the Custom Help Mapping add-on sets the `BubbleEvent` to false only when custom help exists for a form/window, tab, or an item/field and the custom help is set as the default. The `BubbleEvent` is set to false to suppress the display of SAP standard help and to display the default custom help.

Examples of Displaying Custom Help

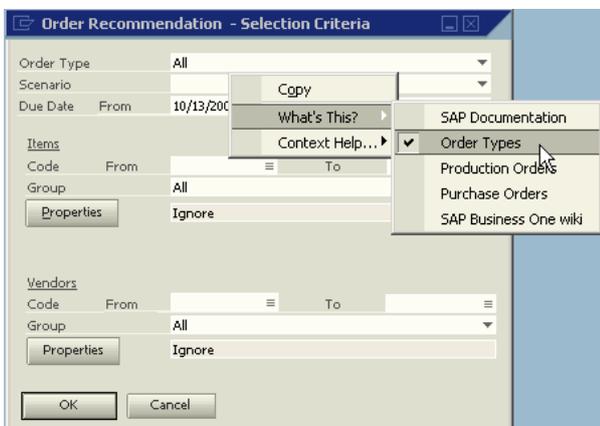
Displaying Custom Help for a Window



Displaying Custom Help for a Tab



Displaying Custom Help for a Field



Known Limitations

The following features are not supported in this version of Custom Help Mapping:

- Attaching custom help for an add-on as part of the software installation or upgrade step
- Attaching custom help to a matrix or grid, or to a column within a matrix or grid
- If custom help has been defined for a nonselectable object (that is, an object that cannot be highlighted or on which the cursor cannot be seen to be blinking), opening the SAP documentation of this object

Right-clicking anywhere (also outside an object) opens the context menu of the active object, that is, the object that is highlighted or where the cursor blink is blinking.

The pane is determined by the active object. Therefore, it is possible that if the active object belongs to pane 0 and right-clicking is done on pane 6, the context menus correspond to pane 0.

- If custom help has been defined as the default for a nonselectable object, opening the custom help of this object by choosing `F1` or `Shift + F1`
- Opening custom help for a field with an open dropdown list
An exception is raised if you try to do this. To access the custom help, you must close the dropdown list first while the field is still highlighted.
- Opening the *Interactive Help Mapping* window for more than one object at a time

Once the *Interactive Help Mapping* window is open, you can no longer see *Attach Help...* in the context menu for other objects.

- Excluding the entry *SAP Documentation* from the user's context menu for nonsystem forms

The user can choose *SAP Documentation* for a nonsystem form even though no SAP help exists.

- Closing the *Interactive Help Mapping* window using the  Close button on the top right or  and the  `Close` `Ctrl+F4` menu entry on the top left

To close the *Interactive Help Mapping* window, choose either the *OK* or the *Cancel* button. If you leave the window without having entered any changes but respond to the system message about saving changes with *Yes*, a record with blank values is created.

- The user interface of Custom Help Mapping in languages other than English
- The *Custom Help Mapping* tab if the display language is Hebrew

To work with the functions on the tab, switch to English or another language.

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